



JAMES L. SAYRE

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RECEIVED

JUN 26 2001

LEGAL DEPARTMENT

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June 25, 2001

Mr. Patrick C. Fraizer
Vice President and
Senior International Counsel
Des Moines, Iowa 50392-0001

RE: Power of Attorney/Assignment for Patent Application; METHOD SYSTEM
AND APPARATUS FOR ENTERPRISE CUSTOMER CONTACT MANAGEMENT

Dear Mr. Fraizer:

Please be advised that I represent Kelm Brueschke. Mr. Brueschke has made available to me your letter of May 25, 2001, along with the Power of Attorney or Authorization of Agent, and the documents pertaining to an Assignment for Patent Application, referenced above.

Kelm Brueschke left the employ of Principal almost two years ago. While he does not assert any proprietary interest in the Method System and Apparatus for Enterprise Customer Contact Management, and does not dispute the proprietary interest of Principal Financial Group in the proposed patent, he is not inclined to execute the Power of Attorney or Authorization of Agent nor the Assignment for Patent Application.

Should Principal Financial Group wish Mr. Brueschke to enter into this contract, I would suggest they propose both meaningful compensation and a proposal for compensating Mr. Brueschke for any of his own time that you might require.

Please contact me if you have any further questions.

RECEIVED

Sincerely yours,

James L. Sayre

JAN 25 2002

OFFICE OF PETITIONS
DEPUTY A/C PATENTS

JLS:cma

cc: Kelm Brueschke

EXHIBIT